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Date: May 21, 2007 Name: John G. Rauch

Signature: [Signature]

Our Case No. 10022/225

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Missinhoun, Jean L., et al.

Serial No. 09/608,293

Filing Date: June 30, 2000

For SYSTEM AND METHOD FOR
PROVIDING A MULTI-CHANNEL
CUSTOMER INTERACTION
CENTER

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) Examiner: Boyce, Andre D.

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) Group Art Unit No. 3623
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AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In reply to the Final Office Action mailed March 20, 2007, Applicant has timely filed this Amendment by Certificate of Mailing within two months from the mailing date of the Final Office Action because May 20, 2007 is a Sunday. Applicant respectfully requests the Examiner to withdraw the objections and rejections to this application and to grant allowance of this Application in view of the following remarks and amended claims. Please amend claims 1, 5, 21 and 27. Please cancel claims 2, 4, 6, and 29. The amendments to the claims begin on page 3. Remarks /Arguments begin on page 12.